

## **La Porte Police Department**

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## Media Relations Information for 04/10/2012

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## LPPD Celebrates National Public Safety Telecommunicators Week



La Porte Mayor Louis Rigby delivers proclamation of recognition to Police Telecommunicators Rachelle Curtis and Wanda Richards, along with Communications Supervisor Shaye Bradley and Chief Ken Adcox

Law enforcement personnel, fire officials, emergency medical services and other governmental field operations serve noticeably critical roles for the La Porte Community. However, they simply could not function without the support of the La Porte Police Department's communication and dispatch staff. As a result of the substantial contributions made by these and the many other national public safety and service professionals, in 1991 Congress proclaimed the second week of each April as National Public Safety Dispatcher Week, to serve as their officially noted week of recognition. In turn, the La Porte Police Department celebrates this year's event by honoring their highly skilled and dedicated telecommunicator/dispatch staff.

Last year the La Porte communications staff handled a total of 19,578 telephone calls, 16,151 of which were 9-1-1 calls, and the average response time for police assistance within the City of La Porte 5.26 minutes, which is well above the national average. As members of an organization dedicated to "Improving the quality of life within the City of La Porte" and "Working in Partnership with the Community", they have promoted their Core-Value responsibilities of Commitment, Courage, Integrity, Restraint, Respect, Community Service and Work Ethic. They have proven masterful at multitasking; taking service request calls from the public, dispatching police and other emergency services personnel, querying multiple computer databases and communicating with field personnel. Moreover, they are the "Unseen First Responders" who swiftly assess needs and deploy resources. As expressed by La Porte Police Chief Ken Adcox, "Each communication staff member is a vital element in our organization and we appreciate their high level dedication surrounding both training and personal development."

As a direct result of ongoing community and City support, La Porte Telecommunicators enjoy working in a state-of-the-art Communications Center. The Center is complete with technologically modernized phone workstations, a Computer-Aided Dispatch system, a GPS vehicle locator system,

an updated radio system and a video wall that enables monitoring of various digital images, as well as cameras that are deployed throughout the city in an effort to enhance early identification and response to safety concerns throughout the community. Through these technological advancements, a high-level of ongoing training, and a culture of inter-unit cohesiveness, the telecommunicators for La Porte have proven invaluable for their city.

Telecommunicators work tirelessly 24 hours-a-day, and the La Porte Police communications staff will be expressly celebrated by their coworkers throughout the week of April 8-14, 2012 as well as being publicly recognized by the La Porte City Council. "I am so proud to be a part of our communications staff", said Support Services Manager, and former full-time La Porte Police Dispatcher, Shaye Bradley. "Having been in their shoes, I can say it's not an easy job, but one which is crucial for the safety of our community. I for one am very proud of each and every team member." For more information on La Porte Police Department's Dispatch operations, please contact the department at 281-471-2141.